

## **7 FAM 070 WARDEN SYSTEMS**

*(CT:CON-106; 06-06-2005)  
(Office of Origin: CA/OCS/PRI)*

### **7 FAM 071 SUMMARY**

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- a. The term “warden” is derived from the World War II “air raid warden” who alerted the public to danger. A warden system provides a reliable way for you to reach U.S. citizens/non-citizen nationals in the event of an emergency, disaster or threat and to distribute other information of interest to the private U.S. community (changes in section work hours and procedures, voting information, physicians list, etc.). Posts often have both a consular warden system for the private U.S. citizen community and an administrative warden system for the official U.S. citizen community. See 12 FAH-1 Annex B, which describes the use of both systems in evacuation planning. For the purposes of this subchapter, we are speaking of the consular warden system.
- b. Wardens are usually, but not always U.S. citizens/noncitizen nationals resident in the host country who volunteer their assistance to the U.S. citizen community. For example, the principal of the International School may not be a U.S. citizen. The manager of a hotel frequented by U.S. citizens may not be a U.S. citizen.
- c. The classic warden system is composed of a pyramidal contact system designed to reach the U.S. citizen/non-citizen national population (See 7 FAM Exhibit 070.1 Warden Tree), including the following groups:
  - Key non-U.S. Government U.S. citizens/non-citizen nationals grouped by organization (warden chosen by position in U.S. community)
  - The U.S. resident community grouped by location (warden chosen by geography or neighborhood)
  - U.S. citizen/noncitizen national tourists (warden chosen because of key contacts at popular tourist spots or hotels)
- d. Wardens assist consular sections in disaster preparedness by alerting U.S. citizens to emergency situations and passing on information from the post or Department. Due to privacy concerns, they sign a Memorandum of Agreement (see 7 FAM Exhibit 070.2) committing them to safeguard

names of the names and other identifiers of the U.S. citizens whom they are to notify in cases of emergency. They are also provided with a description of duties. See 7 FAM Exhibit 070.3

## **7 FAM 072 AUTHORITIES**

*(CT:CON-106; 06-06-2005)*

The legal authority for the warden system primarily consisting of private citizens is founded in a variety of statutes and regulations.

- (1) 22 U.S.C. 4802(b) Overseas Evacuations, requires the Secretary of State to “develop a mechanism whereby United States citizens can voluntarily request to be placed on a list in order to be contacted in the event of an evacuation, or which, in the event of an evacuation, can maintain information on the location of United States citizens in high risk areas submitted by their relatives.”
- (2) 31 U.S.C. 1342, the Anti-Deficiency Act, limits the use of voluntary services by the United States except for emergencies involving the safety of human life or the protection of property.
- (3) See also 12 FAH-1 H-1500.

## **7 FAM 073 YOUR ROLE**

*(CT:CON-106; 06-06-2005)*

In managing your warden system, remember that you should:

- Obtain a written Memorandum of Agreement from the Warden and Alternate Warden (7 FAM Exhibit 070.2)
- Provide the Warden and Alternate Warden with a Description of Warden Responsibilities (7 FAM Exhibit 070.3)
- Test the Warden System
- Assess the effectiveness of the warden system periodically
- Meet with wardens periodically

## **7 FAM 074 AN EFFECTIVE WARDEN SYSTEM**

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- a. Warden systems vary a great deal between large and small posts as well as between large and small U.S. communities. In establishing a warden system tailored to the needs and communication capabilities at your post, you may want to consider the following ideas that other posts have used

successfully:

- Many posts make broad use of the Internet and email to communicate with the American community, including wardens. This includes both the use of a ListServe email and use of the post home page
  - One post designed a geographic warden network using computerized mapping software. This methodology - dubbed the "geographic approach" - is based on mapping and analyzing the distribution of U.S. citizens by postal code, then aggregating postal code areas to define warden zones that have roughly equal numbers of U.S. citizen households. The techniques developed on this project provided a logical method for defining warden zones within the overall framework of CA's ALMA/ACS system. The experience and the methods used on this project could be applied at other posts that wish to implement a geographic warden network. The post was ably assisted by the Office of the Geographer and Global Issues (INR/GGI), which supplied digital map information
  - Other posts abandoned the traditional fax-based cascade-style warden system in favor of an internet-based LISTSERV e-mail system. This change increased one post's ability to communicate with American citizens by a factor of eleven and in a fraction of the time the old system required
  - In cooperation with the Voice of America one post drew up contingencies for the broadcasting of phoned-in emergency messages on a specific frequency of the AM band. All wardens were informed of this alternative source for emergency information and have passed this information to the American households in their zones
  - Some posts designate a specific embassy telephone extension for callers who wish to hear a recording of the latest warden message
- b. In deciding how many wardens to appoint and where they are located, you should take into account may depend on how many U.S. citizens live or visit in your consular district, where they are located geographically, place of employment, language skills, etc.

## **7 FAM 074 ASSESSING THE UTILITY OF YOUR WARDEN SYSTEM**

*(CT:CON-106; 06-06-2005)*

- a. You should periodically assess of the utility of your warden systems. Ask

yourself ...

- Would I be able to issue a warden message if I could not go into the embassy?
  - Do I have essential information at remote locations outside the office?
  - Is the essential information in the duty book?
  - If the consular officer(s) at post is/are away, who at post knows how to use the warden system?
  - Do those people have access the tools need?
  - What would I do if I lost Internet service, electricity, or phone service?
  - Has the consular section planned with the Public Affairs Officer (PAO) on a strategy for using the media to disseminate emergency information?
- b. **Testing Your Warden System:** In evaluating your warden system you need to take into account various factors, including speed, redundancy, and effectiveness. Speed reflects the measurement of the time required to transmit a message from the embassy to all registered Americans; redundancy reflects the number of sources by which an American citizen could obtain information included in a warden message; and effectiveness reflects the percentage measurement of registered Americans who both received and understood the test message.

## 7 FAM 074 OUTREACH

*(CT:CON-106; 06-06-2005)*

- a. Consider scheduling a warden meeting or a general town meeting to discuss how to improve U.S. citizen/noncitizen national registration in your district and how to prepare for emergency situations.
- b. You should ...

- Detail your plans for disseminating information
- Solicit feedback and ideas from your wardens
- Deal head-on with concerns about over-burdening your wardens
- Discuss how an evacuation might work, so that everyone will have a better idea how to prepare and what to do
- Provide handouts showing the elementary steps of pre-crisis preparedness

- Discuss privacy concerns

c. See 7 FAM 058 for guidance regarding preparation of warden messages.

## **7 FAM 075 YOUR WARDEN SYSTEM DURING A CRISIS**

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- a. Ensure that your warden system is effective in a crisis by keeping warden system resources up to date. See also 7 FAM 1800 Consular Crisis Management.
- b. If your post decides it must temporarily suspend services to the public, or if you become aware of a threat to the safety of U.S. citizens/noncitizen nationals, you should notify the Department and seek clearance on a warden message. We must consider the possibility of issuing a public announcement or travel warning as well as a warden message. We do not always issue a travel warning or public announcement when a post closes temporarily. Always keep in mind the “no double standard” policy—that security threat information, if shared by the Department with the official U.S. community, generally should be made available to the non-official U.S. community if the underlying threat applies to both official and non-official Americans.

## **7 FAM 076 MAINTAINING TIES WITH WARDENS**

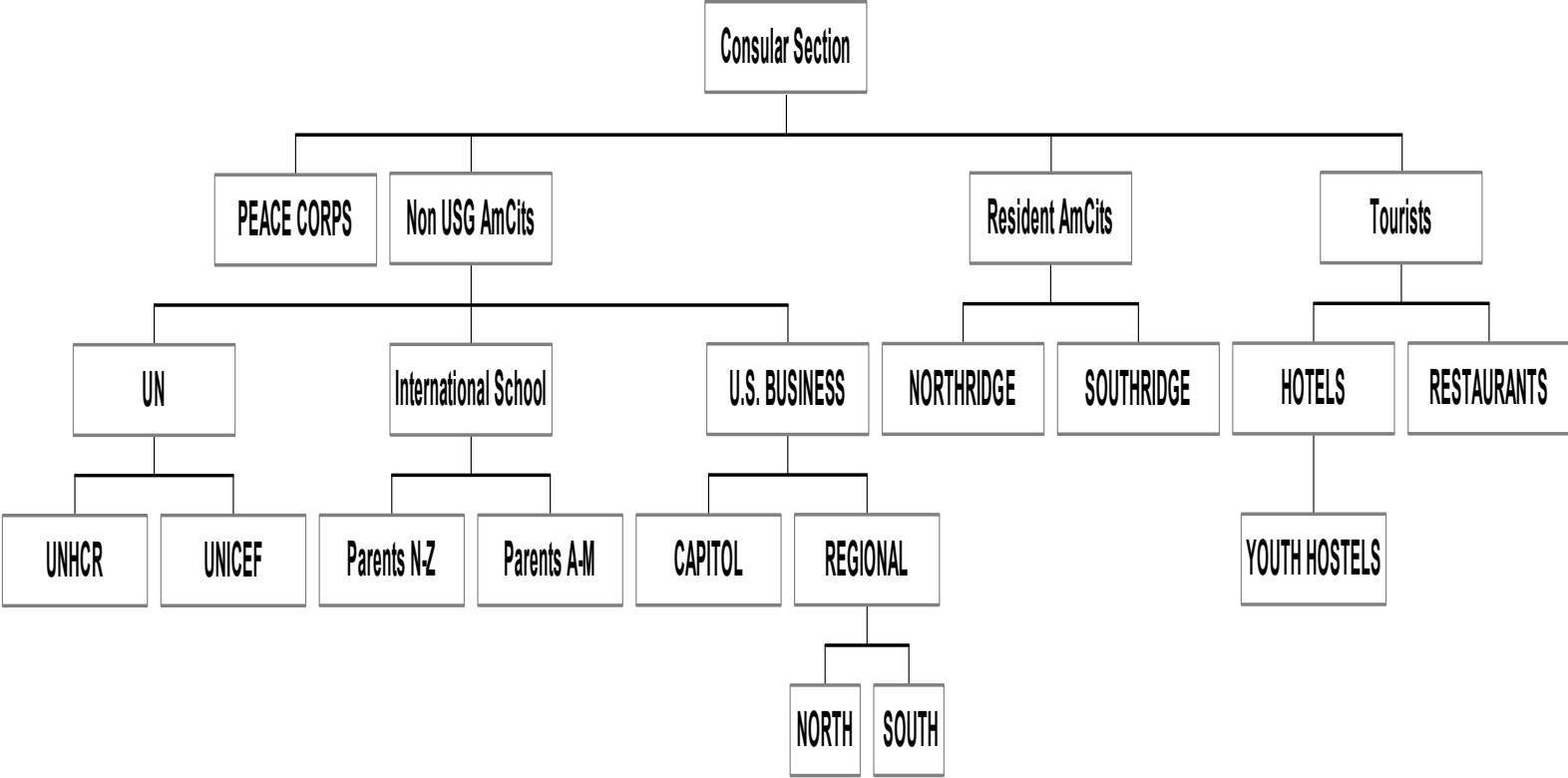
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You should look at ways to connect with the community and to provide information.

- Call a town hall meeting for the private U.S. community and ask for feedback on how your system works from their point of view.
- Publicly thank your wardens at this session.
- Draft a letter of thanks to each warden from the ambassador.
- Include wardens in embassy/consulate functions as appropriate throughout the year.

## **7 FAM 077 THROUGH 079 UNASSIGNED**

# Typical Phone Tree



## **7 FAM EXHIBIT 070.2**

# **WARDEN MEMORANDUM OF AGREEMENT**

*(CT:CON-106; 06-06-2005)*

U.S. EMBASSY/CONSULATE  
CITY, COUNTRY  
MEMORANDUM OF AGREEMENT

I, (Name of Consular Section Chief), wish to express the appreciation of the U.S. Government and your fellow citizens for your acceptance of your appointment as a warden.

I, (Name of Warden), hereby acknowledge that I understand and agree to the terms set forth below pertaining to information provided to me by the U.S. Embassy in my capacity as a warden insofar as some of the information is subject to the provisions of the Privacy Act of 1974, as amended.

In particular, I understand:

a) That the information provided to me under the terms of this memorandum is to be accorded the full protection of the Privacy Act of 1974, as amended. Access to information must be limited to wardens and authorized alternates.

b) That storage and control of the information provided to me must be adequate to prevent access by unauthorized persons.

c) That no dissemination of, or access to, the information provided to me by the U.S. Embassy/Consulate shall be permitted except in accordance with my duties as a warden. Further, the information provided to me shall be returned to the Embassy/Consulate upon completion of my tenure as a warden.

I further acknowledge and understand that my services as a warden are offered by me and accepted by the U.S. Embassy/Consulate in (City, Country) as gratuitous.

(Signature)

Name

Warden

Date

(Signature)

Name

Consular Officer

Date

## **7 FAM EXHIBIT 070.2**

### **DESCRIPTION OF WARDEN DUTIES**

*(CT:CON-106; 06-06-2005)*

U.S. Embassy/Consulate City, Country, Date

#### **DESCRIPTION OF WARDEN RESPONSIBILITIES**

Appoint an Alternate Warden from the list of U.S. citizens in your warden zone. The alternate warden will also sign a Memorandum of Agreement with the Consular Officer.

With the Alternate Warden, agree how you will operate the warden notification system within your warden zone. Notify each other if one of you will be absent or out of the country. If both of you will be away at the same time, please designate a second alternate and immediately notify the Warden Coordinator in the Embassy's Consular Section by e-mail (EMAIL ADDRESS) or by fax (TELEPHONE NUMBER). The alternate warden and second alternate must sign a Memorandum of Agreement with the U.S. embassy/consulate. In your message, please provide the alternate warden's name, address, and contact numbers, and length of time that s/he will cover during your absence. This way, the warden zone will be covered at all times.

Regularly update the list of names, street addresses, phone/fax numbers, and e-mail addresses of U.S. citizens in your warden zone. Report all changes to the Embassy's warden system coordinator at the above e-mail address, fax number, or our postal address (EMBASSY/CONSULATE ADDRESS).

Distribute messages for U.S. citizens relayed from the embassy to the members of your warden zone. Messages will be relayed to you via e-mail, fax, or telephone. Arrange the fastest mode of dissemination of information possible in your warden zone, (this might include forwarding the Warden e-mail to a group e-mail list, a cascade telephone system, faxing, or "buddy" system, depending on the distribution of citizens within your zone).

Messages for U.S. citizens relayed from the embassy to you may be non-emergency in nature, such as information on absentee voting or income tax issues. Please use these non-emergency notices to perfect and streamline your warden notification system.



## IN THE EVENT OF AN EMERGENCY

Remain at home or office for e-mails, telephone calls, or faxes. If possible, the embassy will e-mail information directly to your e-mail address. You can then distribute this message by the means you have previously set up. In addition, identical information will promptly appear on the Embassy's webpage at (WEB ADDRESS). Wardens who do not have Internet access can call (PHONE NUMBER) and press (INSERT OPTION NUMBER) as soon as they hear the embassy/consulate recording. You will hear our pre-recorded warden message by pressing (OPTION NUMBER.)

Distribute messages from the embassy regarding the status of the emergency and suggested actions to be taken. Messages must be transmitted verbatim without interpreting or expanding the message.

Coordinate with embassy/consulate personnel in choosing assembly areas and movement routes, should it be necessary to move people to a central location to facilitate communication, documentation, and/or evacuation.

Report back to the embassy the results of efforts to contact the members of your warden zone via (E-MAIL ADDRESS) or by fax (FAX NUMBER). Wardens who do not have Internet access may call (PHONE NUMBER) press (INSERT OPTION NUMBER) as soon as they hear the Embassy/Consulate recording, and then press (INSERT OPTION NUMBER) to leave a recorded message.